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FIG. 1

subtask a
subtask b
.
.
.
.
subtask k

Task TSK

subtasks	production rates
subtask a	n_a
subtask b	n_b
.	.
.	.
.	.
.	.
subtask k	n_k

FIG. 2a

FIG. 2b

Name	John Doe
exempt status	exempted.
handling capability	Yes
.	.
.	.
.	.
.	.
daily available hours	5.8
daily administrative hour	1.2

FIG. 2c

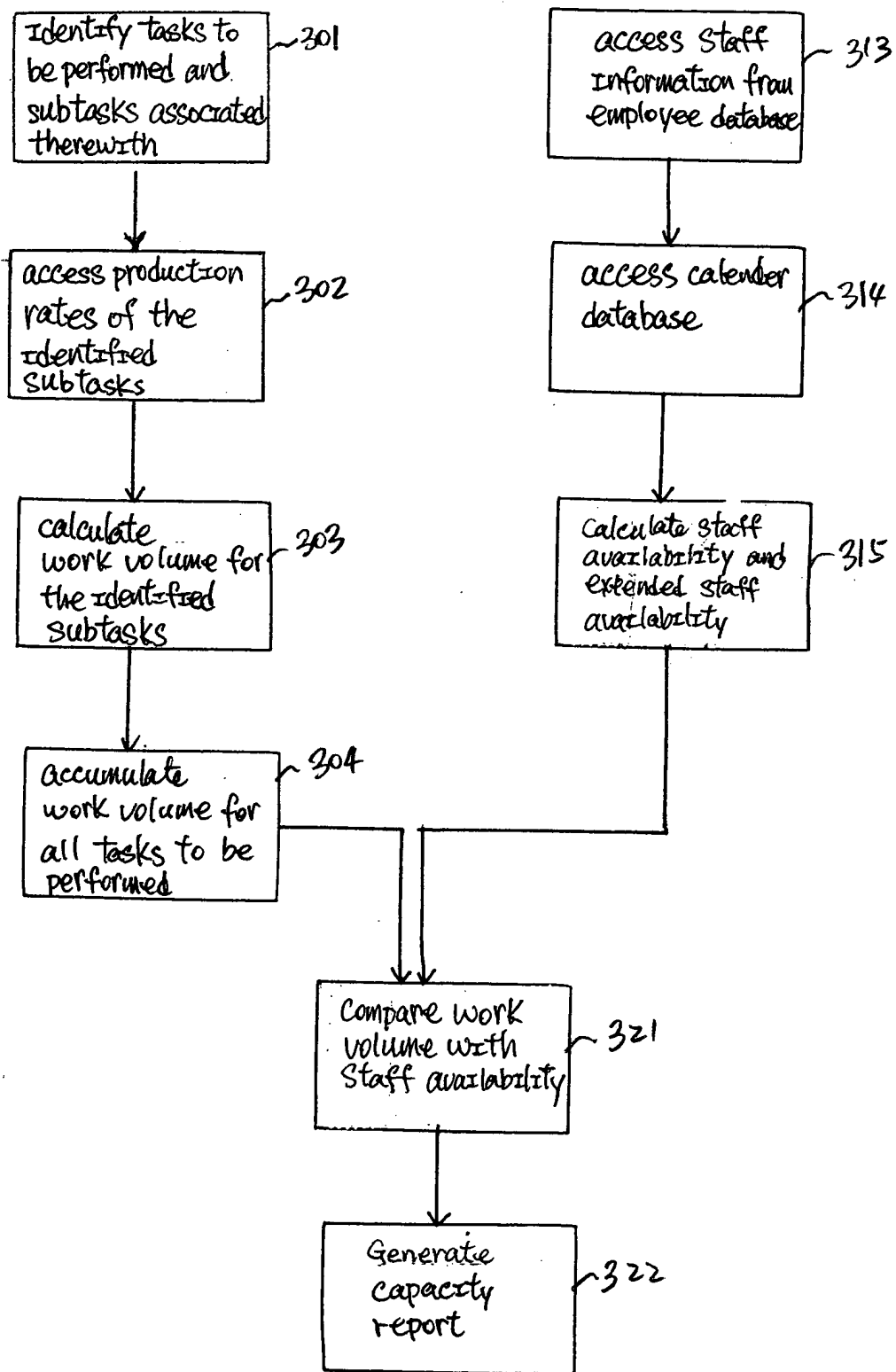


FIG. 3

FIG. 4A

7 Hours Per Day

CAPACITY PLAN

	ACTUAL	FORECASTED ESTIMATES			
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
# of Business Days	21	23	19	22	
Subtasks					
Domestic Account Adds	1,728	1,656	1,330	1,540	
Domestic Changes / Updates	15,456	18,914	14,345	16,610	
Doc Entries - Adop Agreements	28,134	30,283	34,200	40,700	
Doc Entries - W9	1,444	1,617	1,482	1,738	
Doc Entries - Margin	2,649	2,642	2,280	2,640	
Doc Entries - Option	2,757	2,299	2,090	2,420	
TOTAL VOLUME	52,168	55,592	55,727	65,648	
Total Volume	52,168	55,592	55,727	65,648	
Production Rates (per hour):					
Domestic Account Adds	27.0	27.0	27.0	27.0	
Domestic Changes / Updates	36.0	36.0	36.0	36.0	
Doc Entries - Adop Agreements	40.0	40.0	40.0	40.0	
Doc Entries - W9	60.0	60.0	60.0	60.0	
Doc Entries - Margin	60.0	60.0	60.0	60.0	
Doc Entries - Option	60.0	60.0	60.0	60.0	
Required Hours:					
Domestic Account Adds	64.0	61.3	49.3	57.0	
Domestic Changes / Updates	429.3	469.8	398.5	461.4	
Doc Entries - Adop Agreements	703.4	756.6	855.0	1,017.5	
Doc Entries - W9	24.1	30.3	24.7	29.0	
Doc Entries - Margin	44.2	44.0	38.0	44.0	
Doc Entries - Option	46.0	38.3	34.8	40.3	
Processing Required Hours	1,310.9	1,400.4	1,400.3	1,649.2	
Processing Related FTEs	8.9	8.7	10.5	10.7	
Required Support Function Hours:					
SF 10 Report Retrieval	73.5	80.5	66.5	77.0	
SF 20 Mass Updates	73.5	80.5	66.5	77.0	
SF 30 Testing	147.0	161.0	133.0	154.0	
SF 40 Document Retrieval	105.0	116.0	95.0	110.0	

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FIG. 4b

7 Hours Per Day

CAPACITY PLAN

	ACTUAL	FORECASTED ESTIMATES			
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
405 # of Business Days	21	23	19	22	
Support Function Required Hours	399.0	437.0	361.0	418.0	
Support Function Related FTEs	2.7	2.7	2.7	2.7	
Total Hours Required	1,710	1,837	1,761	2,067	
406 Staff Outage (hours per month):					
VS 10 Personal Vacation	63	77	56	105	
VS 20 Sick Days	28	28	35	49	
VS 30 Disability	0	0	0	0	
407 Total Staff Outage Hours:	91	105	91	154	
Staff Outage Related FTEs:	0.6	0.7	0.7	1.0	
408 Managerial Functions - (hours per month):					
MF 10 Formal Training	21	23	19	22	
MF 20 Internal Training	11	12	10	11	
MF 30 Staff Meeting/Coaching	16	17	14	17	
MF 40 Staff Support	147	161	133	164	
MF 50 Supervisory Work Time	105	115	95	110	
409 Total Fixed Hours:	289	328	271	314	
Fixed Hours Related FTEs:	2.0	2.0	2.0	2.0	

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FIG. 4C

7 H urs Per Day

CAPACITY PLAN

	ACTUAL	FORECASTED/ESTIMATES			
	Sep-2003	Oct-2003	Nov-2003	Dec-2003	
410 # of Business Days	21	23	19	22	
412 Total Other Hours Required	390.2	432.9	361.8	467.5	
414 Total Hours Required	2100.0	2270.3	2123.0	2534.7	
FORECASTED STAFF REQUIRED	14.3	14.1	16.0	16.5	

FTE ELASTICITY CALCULATIONS

470 Actual Paid Staff	12.0	12.0	12.0	12.0	
Available Staff (-Disability, Vac, Sick)	11.4	11.3	11.3	11.0	
8 Hour Day Non-Exempt	12.9	12.9	12.9	12.9	
9 Hour Day Exempt	13.8	13.8	13.8	13.7	
Enhanced Staff (+ Borrowed / - Lent)	13.8	13.8	13.8	13.7	
Actual Overtime	14.2	13.8	13.8	13.7	
Overtime Forecast (2hrs/day Non-Exempt)	15.7	15.6	15.6	15.5	
Actual Weekend Hours	14.2	13.8	13.8	13.7	
Weekend Forecasted Hours	17.2	17.0	17.3	17.0	
480 Difference of Req'd vs. Actual	-2.3	-2.1	-4.0	-4.5	
Variance (%)	-19.05%	-17.51%	-33.02%	-37.16%	
Cost of Variance	-\$14,287	-\$13,131	-\$24,766	-\$27,870	
490 Labor \$ per unit:					
Labor \$ per subtask	\$1.44	\$1.35	\$1.35	\$1.14	

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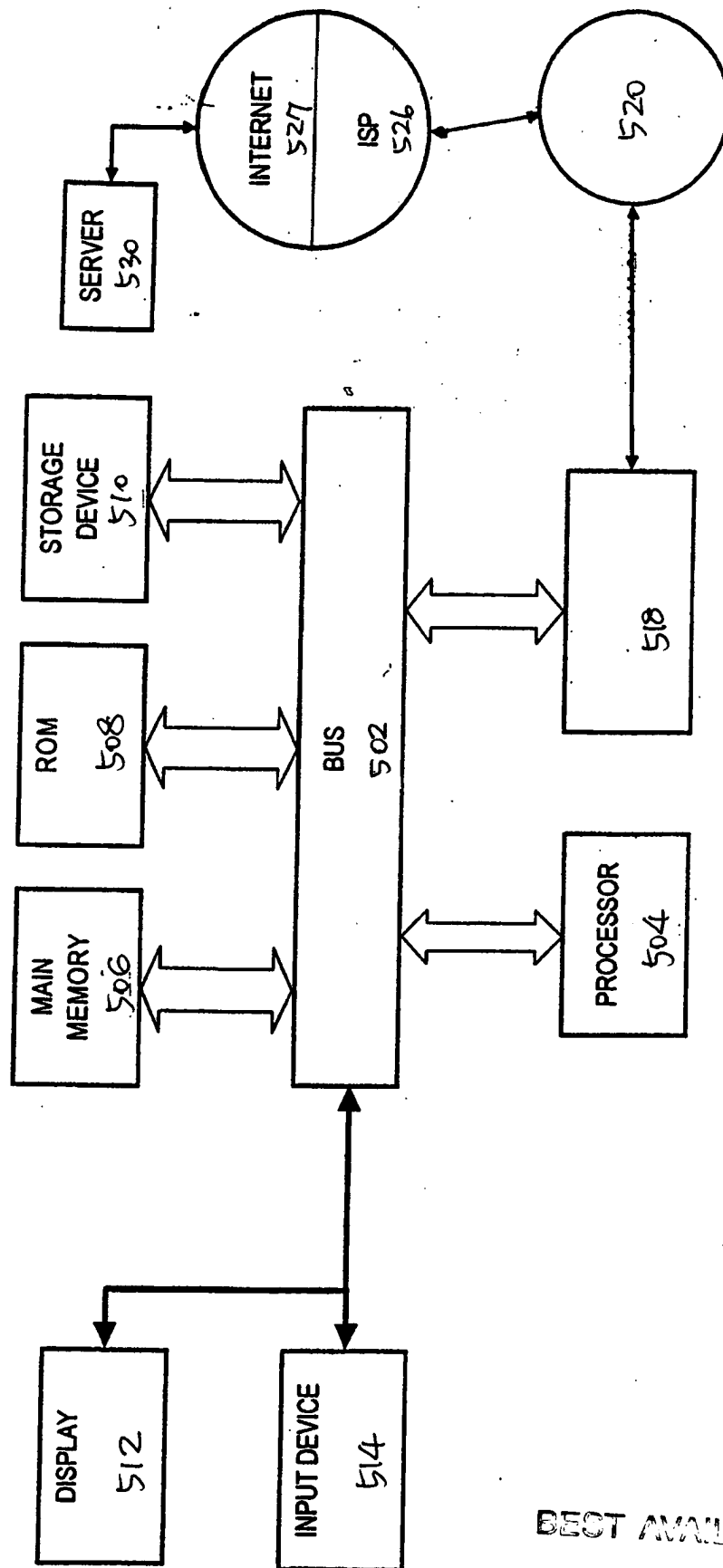


FIG. 5

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